

Transforming Emergency Response with Cloud-Native 911 Solutions

INNOVATIVE, RELIABLE, AND SCALABLE SOLUTIONS FOR A SAFER WORLD

AT&T's ESInet™ delivers the modern backbone for emergency communications, but to fully unlock its power, PSAPs need a cloud-native call handling platform built for real-time performance, remote flexibility, and future interoperability. That's where AT&T's preferred platform, Carbyne APEX, leads the way.

Carbyne and AT&T have partnered to deliver a next-generation emergency response solution that is purpose-built to operate on ESInet's advanced architecture. Unlike legacy providers still adapting to the cloud, Carbyne APEX was born in the cloud. This integrated solution empowers PSAPs with unmatched uptime, mobility, and multimedia capabilities, while offering the scalability and security of a FedRAMP-authorized, AWS-hosted platform.

By uniting the Carbyne platform's dynamic call-handling innovations with the reliability and nationwide reach of AT&T ESInet™, this collaboration brings together best-in-class technology and infrastructure to help agencies modernize operations, enhance situational awareness, and ensure their data is safeguarded.

Key Benefits

- **IP-Based Call Routing:** AT&T's ESInet uses advanced IP-based call routing to ensure efficient and reliable routing and delivery of emergency calls.
- **Enhanced Capabilities:** Access real-time video, photos, geolocation, AI-driven language translation, and text-to-911, providing dispatchers with comprehensive situational awareness.
- **Uninterrupted Service:** With 99.999% call handling uptime and six separate cores in geographically diverse U.S. locations, the cloud-native infrastructure enables service continuity and smarter resiliency, even during unexpected disruptions.
- **Smarter security:** End-to-end encryption and zero trust architecture, combined with 24/7 monitoring, provide a highly secure network resistant to penetration, abuse, or misuse.
- **Seamless Integration:** The solution integrates effortlessly with existing CAD, GIS, and recording systems, minimizing disruption and training requirements.
- **Scalability and Flexibility:** Built on AWS GovCloud, the platform offers scalable resources to adapt to evolving emergency response needs.

Real-World Impact: Ottawa County Leads the Way

Ottawa County Central Dispatch in Miami, Oklahoma, became the first PSAP in the U.S. to deploy the Carbyne APEX platform with AT&T ESInet, setting a national precedent for modern 911 infrastructure.

The results were immediate and measurable. Dispatchers gained real-time access to video, caller geolocation, and AI-powered language translation—capabilities that have already reduced response times and improved call outcomes. With this cloud-native solution, the center now operates with greater efficiency, resilience, and situational awareness.

Ottawa County's success demonstrates what's possible when innovation meets mission-critical needs, paving the way for safer and smarter emergency responses nationwide.

WHY CHOOSE CARBYNE + AT&T

National Reach. Local Impact.

Trusted Partnership: By combining Carbyne's innovative technology with AT&T's extensive, public safety-grade network infrastructure, we help ensure a reliable and forward-thinking solution.

Future-Ready: The collaboration positions PSAPs to meet the demands of Next Generation 911 (NG911) standards and beyond.

Commitment to Public Safety: Both companies are dedicated to empowering emergency services with tools that save lives and enhance community safety.

Unmatched Support: AT&T provides 24/7 national routing and monitoring, and Carbyne delivers hands-on Tier 2+ support, including a dedicated Customer Success Manager, onboarding, and training. Premium support packages are also available for PSAPs with 10 or more seats.

About Carbyne

Carbyne is setting a new standard for how the world responds to emergencies. Our cloud-native platform—built for speed, clarity, and action—uses AI to help emergency responders move faster, see more, and make confident decisions when lives are on the line. Carbyne connects responders with real-time data, live video, multilingual transcription and translation, and intelligent tools that streamline complex workflows and enhance coordination. Deployed across dozens of jurisdictions, integrated with leading public safety systems, and trusted to process over 250 million data points annually with 99.999% call handling uptime, Carbyne delivers resilience at scale. With global reach and an unrelenting focus on impact, we help communities stay safer, better prepared, and more connected—because every second matters, and every person counts.

When seconds count, Carbyne + AT&T provides a critical lifeline—delivering both speed and precision in emergency response.

Learn more at Carbyne.com/partners/att or contact our sales team to schedule a demo.